Summary Minutes of Enterprise Change Control Group (ECCG) Meetings – September 2002

The purpose of the ECCG meeting is to resolve escalated ECM tool CRs that could not be resolved in the VDC/FSA Infrastructure production meeting using the FSA Infrastructure Change Management Process. The Enterprise CCG would review any unresolved conflicts and provide a resolution to the conflict. The Enterprise CCG process and proposed members are outlined in the "Enterprise Change Control Group (ECCG) Escalation Process Guide".

An email has been sent to the proposed ECCG members, as outlined in the Guide. However, an initial meeting has not yet been scheduled. Although it is desirable to conduct an initial meeting to confirm roles and responsibilities, no CRs warranted escalation to the Enterprise CCG during the month of September. If such a meeting had taken place, the minutes of that meeting would have been provided in this section.

The ECCG Approach and Process is documented in the Enterprise Change Control Group Escalation Process Guide and Awareness Briefing.

The ECCG Orientation Briefing is shown as an embedded file.

"Enterprise CCG
Awareness Briefing (F

The ECCG email confirmation sent to proposed ECCG members is shown as an embedded file.

"Enterprise Change
Control Group Email (

# Enterprise Change Control Group:

**Creating
Managing
Supporting**

September 6, 2002

Purpose of the Enterprise Change Control Group (CCG)

- System Production Change Requests are normally handled via the ECM Tool in discussion at weekly Production & Transition Planning Meetings

- Currently there is no mechanism to escalate an unresolved issue that affects more than one application

- The purpose of the Enterprise Change Control Group is to provide a forum chaired by the FSA CIO that can resolve any unresolved CRs escalated from the Weekly Production meetings

Example Scenario involving the Enterprise CCG
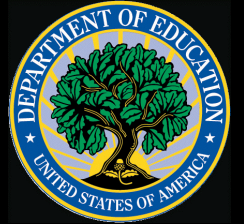
1. Project A needs and requests an upgrade to an underlying support software (via CR in the ECM Tool) such as Websphere

2. Project B uses the current version of the underlying support software and is not prepared to make necessary adjustments in order to use the upgrade

3. The VDC Production Meeting does not resolve the issue

4. The IT Services VDC Manager determines that Project A is an important application that should not be delayed or Project A needs to escalate the decision for resolution

5. The IT Services VDC Manager petitions the FSA CIO for a meeting of the Enterprise CCG

6. The FSA CIO convenes the Enterprise CCG who resolves the CR conflict

Goals to achieve

- Provide an escalation process for unresolved Production CRs

- Provide a structure and process that is:
    - EASY, SIMPLE, and QUICK
    - COMPLEMENTS and SIMPLIFIES EXISTING PROCESSES
    - BUILDS ON THE ECM TOOL
    - MINIMIZES TIME DELAY

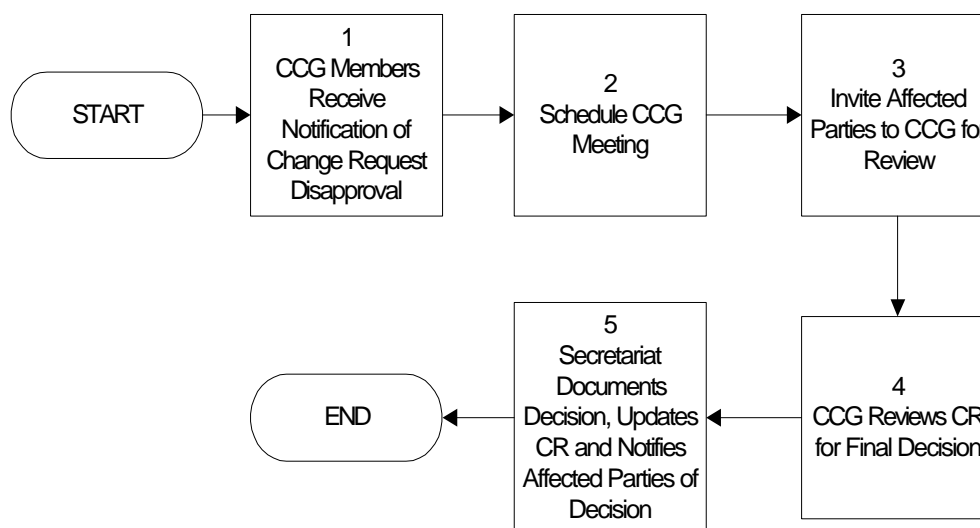- Build a consensus among key stakeholders
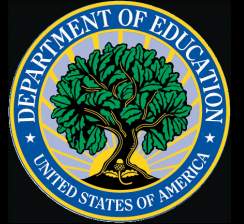
Enterprise CCG Process Flow

An ECM Tool Production CR is not resolved

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  ┌─────────┐         ╱◇╲              ┌─────────────┐
  │  Start  │───────▶ CR resolved? ───▶│  Enterprise │
  └─────────┘         ╲◇╱              │     CCG     │
                                       │   Process   │
                                       └─────────────┘
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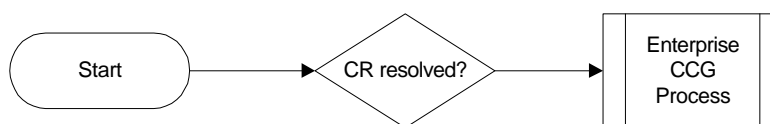
The ITS VDC Manager petitions the FSA CIO for an
Enterprise CCG meeting and the CCG Process is initiated

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               ┌──────────────┐      ┌──────────────┐      ┌──────────────┐
               │      1       │      │      2       │      │      3       │
  ┌────────┐   │ CCG Members  │      │ Schedule CCG │      │Invite Affected│
  │ START  │──▶│   Receive    │─────▶│   Meeting    │─────▶│Parties to CCG for│
  └────────┘   │Notification of│      │              │      │    Review    │
               │Change Request│      │              │      │              │
               │ Disapproval  │      │              │      │              │
               └──────────────┘      └──────────────┘      └──────────────┘
                                                                   │
                                                                   ▼
               ┌──────────────┐                           ┌──────────────┐
               │      5       │                           │      4       │
  ┌────────┐   │ Secretariat  │                           │ CCG Reviews CR│
  │  END   │◀──│  Documents   │◀──────────────────────────│for Final Decision│
  └────────┘   │Decision, Updates│                        │              │
               │ CR and Notifies│                          └──────────────┘
               │Affected Parties of│
               │   Decision   │
               └──────────────┘
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Membership

- **DRAFT RECOMMENDATIONS**

    (Need Right Executive Level to Provide Closure)

- **Suggested Standing Members:**
    - **FSA CIO**
    - **DepCIO IT Services**
    - **IT Services VDC Manager**
    - **Mod Partner Senior Technical Architect**
    - **Mod Partner Technical Architect**
    - **Security Representative**

- **Others?_____**

    _____

- **Additional Attendees affected by CR:**
    - **Business Channel Representation (may include GMs)**
    - **Affected Projects, Support Organizations, and SMEs**

Support
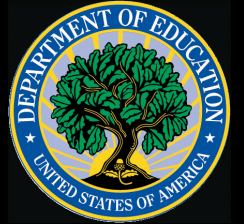
- **DRAFT SUPPORT RECOMMENDATIONS**

- **CCG Process Support (Secretariat Function):**
  - **Task Order 90 (Enterprise CM Implementation)**

    (To Notify Potential Attendees/ Record/ Monitor Actions)
  - **Ensure CR is updated based on Resolution**
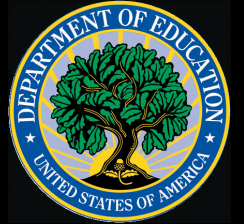
Initial Products for the First Meeting

- Documents:
    - Process Guide
    - Minutes Template (each CR is identified with a number and a source)
    - Attendee Sign-up Roster

- Fix the periodic meeting/teleconference:
    - date/time
    - location
    (eg Every Friday 11 AM 10th floor Room 800 OR As Needed)

- Use the VDC Production meeting results to provide additional supporting documentation needed:
    - CR impact analyses
    - the primary source of inviting other participants

Enterprise Change Control Group Email Confirmation
September 23, 2002

To:	"Feely, Harry" <Harry.Feely@ed.gov>, "Fillinich, Mike" <Mike.Fillinich@ed.gov>, "Reddy, Ganesh" <Ganesh.Reddy@ed.gov>, "Wilson, Keith" <Keith.Wilson@ed.gov>, "Wynn, Phillip" <Phillip.Wynn@ed.gov>
cc:	"Coleman, Charlie" <Charlie.Coleman@ed.gov>, "Moore, Lois" <Lois.Moore@ed.gov>, "Sattler, Neil" <Neil.Sattler@ed.gov>, "'elisabeth.s.schmidt@accenture.com'" <elisabeth.s.schmidt@accenture.com>, "'paul.j.peck@accenture.com'" <paul.j.peck@accenture.com>, "'j.ronald.langkamp@accenture.com'" <j.ronald.langkamp@accenture.com>, "'bill.m.hughes@accenture.com'" <bill.m.hughes@accenture.com>, "Gourdine, Lana" <Lana.Gourdine@ed.gov>
From:	"Gourdine, Lana" <Lana.Gourdine@ed.gov> (Mailed by: "Gourdine, Lana" <Lana.Gourdine@ed.gov>)
Date:	09/23/2002 12:46 PM
Subject:	FW: Please Review Enterprise CCG Escalation Process Guide

See Message below.
I would like to pressure for a response by COB today.
Thanking you in advance,
Lana G.

-----Original Message-----
From: bill.m.hughes@accenture.com [mailto:bill.m.hughes@accenture.com]
Sent: Monday, August 19, 2002 4:44 PM
To: Harry.Feely@ed.gov; Mike.Fillinich@ed.gov; ganesh.reddy@ed.gov;
Keith.Wilson@ed.gov; phillip.wynn@ed.gov
Cc: Charlie.Coleman@ed.gov; Bob.Jamroz@ed.gov; Lois.Moore@ed.gov;
Neil.Sattler@ed.gov; elisabeth.s.schmidt@accenture.com;
paul.j.peck@accenture.com; j.ronald.langkamp@accenture.com;
bill.m.hughes@accenture.com
Subject: Please Review Enterprise CCG Escalation Process Guide

Enterprise Change Control Group Email Confirmation
September 23, 2002

Per discussion between Lana Gourdine and Keith Wilson:
You are key members in the Enterprise Change Control Group (CCG). Your
insight into how the Enterprise CCG should function is solicited. The
attachment (the draft process guide) is offered as a starting point for your
comments.
Steve Hawald requested an Enterprise CCG. The purpose of the CCG is to
resolve ECM Tool CRs which are not resolved in the VDC/FSA Infrastructure
production meetings. The Enterprise CCG is expected to be implemented before
the end of this calendar year.
(See attached file: enterprise ccg escalation process guide 08 19 02.doc)
Please review the attached document and send comments to:
bill.m.hughes@accenture.com
202-962-0749
or bill is available to meet with you at your convenience

 <<enterprise ccg scoping 09 06 02.ppt>> <<enterprise ccg escalation
process guide 08 19 02.doc>>

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